



September 2001

Dear HP Printer Owner:

HP continues to work with our manufacturing processes to provide you with the highest quality InkJet and LaserJet printing products and supplies. Our quality record has been exceptional and has continued to improve as we've expanded from the original HP LaserJet to our current family of InkJet and LaserJet printers.

HP InkJet and LaserJet Print Cartridges and other supplies (in multi-component printers) are at the heart of our printing system. They have been designed to maximize the reliability of our printers by including all of the components that need frequent replacement or adjustment. Because they are designed to be replaced, the parts (regardless of technology) are not designed to last beyond the depletion of ink or toner and/or the useful life as indicated by the "end of warranty" date or by the printer control panel.

The majority of HP printers are covered under a standard one-year warranty from the date of purchase. HP and HP-authorized dealers offer optional maintenance contracts after the one-year warranty expires. If any part should fail during warranty, or while the printer is under maintenance contract, HP or your dealer will repair the printer free-of charge. **The use of non-HP cartridges or supplies alone does not void your warranty. However, if an HP printer failure or damage is found to be directly attributable to the use of a non-HP cartridge, HP will charge for the time and materials used to service your printer.**

HP and our suppliers have invested much time and expertise in developing high volume cartridge production facilities geared to the highest quality products possible. HP printers are designed for optimum output performance when the critical components of the printing system are periodically replaced through a new HP Print Cartridge. These cartridges are designed together with the printer they support to provide clear, sharp output – consistently. We know we can guarantee the highest quality print results when you purchase new HP Print Cartridges for use with your HP printer.

Best Regards,

Stephen Schmitt

Marketing Manager

Imaging and Printing Systems Supplies